

New Service Desk

Categories: General · Topics: Organization · Context: AOM · Exported: 2026-04-18 00:52

UNGSC / SGITT iNeed Self-Service catalogue & SR creation

Dear colleagues,

As anticipated, in a previous email, we have consolidated our iNeed Self-Service items under the **UNGSC Digital Technology Services** catalogue.



We have structured it to align as much as possible with our Business Catalogue.

As also shared, since January 1st, our Service Desk has been discontinued.

Please handle ticket submissions as independently as possible using this iNeed Self-Service catalogue.

If assistance is required for tasks that cannot be completed by your team, the Orchestration team (ungsc-dtorchestration@un.org) is available to support you. However, each team is expected to submit their own tickets via the catalogue above.

If you identify any missing iNeed Self-Service items or need us to update an existing one, please reach out, and we will support you.

Thank in advance for your continued support.

Kind Regards